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With the addition of CareAware Connect Messenger and Voice, there are multiple forms of communication available between clinicians. This flyer provides appropriate workflows for each depending on the situation and who needs to be communicated with.

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### CareAware Connect Messenger & Voice

- **CareAware Connect Messenger** will be used among staff and providers using:
  - **CareAware Connect device**
    - **CareAware Connect Voice** will be used by staff **within the hospital location** on the Connect devices.
  - **CareAware Connect Desktop application**
  - **BYOD (bring your own device) Connect application**
    - BYOD users can call using cell service and the active directory within Connect Messenger.
- **Situations for using Connect Messenger or Voice**
  - Inpatient unit communication **between staff**.
  - **Staff to charge nurse** communication.
  - **Communication with ancillary departments** including, EVS, Transport, PT/OT/Speech, Respiratory Therapy, Care Management, Imaging Services, etc.
  - **Communication with Hospitalists** within the hospital.
  - **Group messaging** within a unit/department.

### Tiger Text

- Tiger Text will continue to be available to those that currently have access.
- **Situations for using Tiger Text**
  - Communication with providers outside the hospital (all providers other than hospitalists).

<b>NOTE:</b> <b>Nursing staff will still need to use the charge nurse phone to use Tiger Text.</b>
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### Voicera

- Only used by Procedural and Emergency Departments as well as any team involved in patient throughput including Imaging Services, EVS, Transport, etc.

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For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.

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